SYSTEM SUPPORT CONTRACT

Information Technology resources in schools are continuing to develop, becoming ever more complex. As a result it is increasingly difficult for teachers and technicians to maintain the level of knowledge and skills required to develop new resources and support existing ones.

The SJ Research System Support Contract is designed specifically to help in this area.

Under the contract we will provide:

- ❑ Access to our technical support hotline to help you solve problems with any Acorn, SJ or associated equipment (printers, scanners etc). We do not guarantee to know all the answers to every question, but we are prepared to suggest how to proceed, and to work with you to solve your problem.

- ❑ Access to the library of application notes we are writing which will cover frequently encountered problems. We will provide free copies of all new application notes as we publish them.

- ❑ Discounts on the price for a site visit by our network audit and repair personnel.

- ❑ Access to our range of Software Utility discs.

- ❑ Advice on the best ways to set up your school system.

- ❑ A free place on any one of the SJ training courses held in Cambridge (one per year). Plus any others at half price.

We cannot provide:

- ❑ Specific help on using individual packages.

We will help you install and configure any package, and will work with you to make the system aspects work correctly, for example so that you can print. However, when it comes to problems using a particular software package, you should contact the supplier of that package (software purchased through SJ Research is supported as normal). For example we will not be able to advise on subjects such as how to draw a blue circle in !Draw.

Price

We are introducing the System Support Contract from April 1st 1994, at a price of £400 + VAT per annum. All subscribers joining before that date will be covered until April 1st 1995 in return for their first year's subscription.

Maintenance Contract Discount

We offer a 50% discount on the price of the System Support Contract if you take it out in conjunction with a SJ Research hardware Maintenance Contract.

Technical Support

Please note that from February 14th 1994 the support line will not be able to answer enquiries which do not relate to SJ Research products unless the caller has a system support contract.

YOUR ROUTE TO THE FUTURE